

Empathetic Listening Skills

Behavior	Purpose	Actions	Examples
Encourage	<ul style="list-style-type: none"> • To convey interest • To encourage the customer to keep talking 	<ul style="list-style-type: none"> • Don't agree or disagree • Use neutral words • Use varying voice intonations 	<ul style="list-style-type: none"> • "Please tell me more about" • If it's late or it's taken some time already, "Yes, I know it's [been a long time OR I know it's almost closing time] but I'll take whatever time is necessary to help you."
Clarify	<ul style="list-style-type: none"> • To help clarify what is said • To get more information • To help you see the customer's point of view 	<ul style="list-style-type: none"> • Ask questions • If customer's understanding is incorrect, repeat the misperception to allow the customer to explain further 	<ul style="list-style-type: none"> • "Why do you feel you shouldn't have to pay this fine?" • "So you're hoping a restraining order will get your ex to make his child support payments?"
Restate	<ul style="list-style-type: none"> • To show you are listening and understanding what the customer told you • To check your own interpretation of what you heard 	<ul style="list-style-type: none"> • Repeat basic ideas and facts 	<ul style="list-style-type: none"> • "If I understand you correctly, you are saying that" • "You feel that you were not given an opportunity to explain your side of the case, right?"
Reflect	<ul style="list-style-type: none"> • To show that you understand how the customer feels • To help the customer express his or her own feelings 	<ul style="list-style-type: none"> • Repeat emotional content of message 	<ul style="list-style-type: none"> • "You seem confused about what I just told you." • "It must be very frustrating when something like that happens."
Summarize	<ul style="list-style-type: none"> • To review progress • To pull together ideas and facts • To establish a basis for further discussion 	<ul style="list-style-type: none"> • Review the major ideas expressed, including feelings 	<ul style="list-style-type: none"> • "Let's review again what you need to do before your case goes before the judge." • "So, in essence, you are saying"
Validate	<ul style="list-style-type: none"> • To acknowledge the worthiness of the customer 	<ul style="list-style-type: none"> • Recognize the value of the customer's issues and feelings 	<ul style="list-style-type: none"> • "It takes a lot of courage to do what you're about to do." • "Yes, sometimes it does seem like I ask a lot of personal questions, but this will enable me to better help you."